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Workforce Management Web for Supervisors Help

Activity Properties

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Activity Properties

When you select a site and add an activity, the **Activity Properties** pane opens and you can configure activity policies to establish rules and guidelines that determine how, when, and in which activities the agent can engage.

The Activity properties are described in the following section; **Multi-Site Activity properties** are described below.

In the **Activity Properties** section:

- **Name**—Enter a name for this activity. The name must be unique within the site.
- **Short Name**—Enter a short name for this activity. The short name can be up to three characters and identifies the activity in Schedule displays. The short name does not need to be unique.
- **Type**—Select one of the following three options:
 - **Immediate Work**—CTI activities that use Workforce Management service objectives for Forecasting and Adherence.
 - **Deferred Work**—Backlog activities, such as email, that use special forecasting calculations.
 - **Fixed-Staff Work**—Non-CTI activities that do not use Workforce Management service objectives.
- **Activity Set**—If this activity becomes part of an Activity Set, this field is automatically populated with the name of the activity set.
- **Maximum Simultaneous Users**—Enter a value that represents the maximum number of agents or staff that can work on this activity simultaneously.
- **Minimum Staffing Level**—Enter a value for the minimum percentage of agents or the minimum number of agents required for this activity and select the appropriate radio button: **Percent** or **Agents**.

In the **Hours of Operation** section:

- **Monday to Sunday fields**—Enter start and end times.
- **Next Day check box**—Check or uncheck for each day, as required. Check the check box for those days on which the hours of operation extend into the next day.
- **Closed check box**—Check or uncheck for each day, as required. Check the check box for those days when the contact center is closed. When checked, the start and end times for that day are disabled and cannot be modified. Leave the check box unchecked, if the contact center is open on that day.
- **Copy/Paste icons**—Click to copy and paste start and end times, and next day settings from one day to another day.

Multi-Site Activity Properties

The **Properties** pane opens when you select a business unit and add a multi-site activity. The

properties in the following sections have the same descriptions as the ones above.

In the Multi-Site Activity Properties section:

- **Name** (must be unique within the business unit).
- **Type**

In the Hours of Operation section:

- **Monday to Sunday** *fields*
- **Next Day** *check box*
- **Closed** *check box*
- **Copy/Paste** *icons*